Doanne Mabunga Maestro

Address: Blk 1 Lot 5 Phase 3 Via Verde Imperial Homes Subdivision Brgy. San Vicente Santo Tomas Batangas 4234
Contact no: 0951-533-2816
Email Address: doanne.maestro89@gmail.com

EDUCATION BACKGROUND
Romblon State University (Romblon Campus)
Bachelor of Secondary Education
2010-2014

SKILLS

- Dedicated customer service professional motivated to maintain excellent customer satisfaction and contribute to company success.
- Remain highly professional, patient and efficient to increase customer loyalty.
- Knowledgeable of protecting patients' credentials in personal information like HIPAA privacy and security practices.
- Knowledgeable in using Microsoft office and google suite.
- Knowledgeable in using Insurance portals like Availity, Carelon portal, Onesource, Navinet, Evicore portal for processing authorization and checking eligibility, benefits coverage for patients.
- Knowledgeable in using SNAP and Salesforce.
- Knowledgeable in reviewing Insurance coverage, checking billing and claims.

WORK EXPERIENCES:

MedRisk Philippines
Rockwell Business Center Sheridan - South Tower, Sheridan St., Mandaluyong City
CSR II - Graveyard Shift
January 2025 - February 2025

Task and Responsibility:

- Handling incoming phone calls from injured employees or supervisors to document work-related or non-work-related incidents
- Aiding in the completion of worker's compensation reports.
- Routing phone calls to a nurse for medical assessment when required.
- Processing email tickets for data entry into AEU portals ,LRM tools and StrataNT.

Conduent
7th Floor, One E-Com Center Building, Mall of Asia Complex, Harbor Dr, Pasay, 1300 Metro Manila
CSR II - Graveyard Shift
July 2024-December 2024

Task and Responsibility:

- Handling incoming phone calls from injured employees or supervisors to document work-related or non-work-related incidents
- Aiding in the completion of worker's compensation reports.
- Routing phone calls to a nurse for medical assessment when required.
- Processing email tickets for data entry into AEU portals and LRM tools.

HealthyBOS
631 Brawley School Rd Ste 300 PMB 150 Mooresville, NC 28117
VA Consultant - Graveyard Shift
June 2021- February 2024

Task and Responsibility:

- Processing Prior Authorization for CPAP supplies through portal or Calling Insurance.
- Checking Patient policy is still active with the Insurance via call or portal.
- Calling Dr. office for requesting referral or rx if needed for Prior Authorization.
- Doing follow up with the Insurance company for the status of the Authorization for pending orders.
- Calling Patient for update and sending email for open orders that need follow up.
- Reviewing the order needs to be Highly prioritized to obtain authorization for CPAP supplies.

SunPower Philippines ROHQ
Customer Service Representative - Graveyard Shift
100 East Main Ave., Laguna Technopark, Binan Laguna 4024
Philippines October 22, 2018 - August 26, 2019

Task and Responsibility:

- Reviewing Customer documents for applying to the Solar System.
- Requesting other documents that are needed for applying to the Solar System and doing follow up through calls and email.
- Checking billing concerns and sending updates through email. Requesting Job order for a technical visit.
- Calling members to do a troubleshoot if needed and doing monitoring for 24 hours.

The Results Companies
Customer Services Representative - Graveyard Shift
Fiesta World Mall Corp. Brgy. Marawoy 4217-Lipa City Batangas
October 10, 2015 – October 22, 2018

Task and Responsibility:

- Answering Patient inquiry and question about the health care policy and benefits inquiry.
- Assisting Patients in changing Primary Care Physicians.
- Helping Patients in processing authorization for Durable Medical equipment via phone.
- Checking billing and Claims inquiry by reviewing the customer Insurance Policy if the payment was processed based on the Members Insurance policy to make sure that the payment or co-pay is accurate, If there is a discrepancy what we call the Doctor’s. office to check if they submit the claims based on the Members Insurance coverage and we ask if they can re process the claims.
- Helping Patient to process Appeal for the denied Authorization or claims by calling the Dr. office.
- Helping Patients in submitting Prior Authorization for medication that required prior Authorization.
- Helping patients for placing over the counter coverage. Reviewing other benefits if it's covered by the Insurance.

CHARACTER REFERENCE

Angelou Marcelino
MedRisk Philippines - SME
09763658518

Nicole Angela Francisco
HealthyBos - Supervisor
09567910095

Jennie Rebito
SunPower - Supervisor
09325750444

Quenny Angel Cortez
09359112860
MET Supervisor The Results Companies